



JOB OPPORTUNITY

CALIFORNIA DEPARTMENT OF INSURANCE

ASSOCIATE INSURANCE COMPLIANCE OFFICER

\$4,619 - \$5,784

CONSUMER COMMUNICATIONS BUREAU

LOS ANGELES

MULTIPLE POSITIONS

RESPONSIBILITIES:

Under direction of Supervising Insurance Compliance Officer, the Associate Insurance Compliance Officer assists consumers via telephone, written and e-commerce communication by independently obtaining and analyzing information in order to mediate and resolve complex inquiries and complaints related to insurance coverages, rating and underwriting, and claims related consumer complaints regarding all lines of insurance; identifies unfair claims practices violations of the California Insurance Code and related regulations, laws, statutes and, with the facts found to exist, recommends enforcement action when necessary; acts as a conciliator in complex disputes and misunderstandings in an attempt to reach an amicable resolution between insurer and insured; completes assigned special projects and other related duties as assigned.

DESIRABLE QUALIFICATIONS:

Three years of experience in insurance underwriting, claims adjusting or insurance consumer services; graduation from college with a bachelor's degree is highly desirable, however, experience will be accepted in place of the college degree on a year-for-year basis. Candidates must have knowledge of insurance practices and the laws and regulations applicable to insurance, along with good analytical and verbal/written communication skills and ability to utilize standard computer software applications.

WHO MAY APPLY:

Applications will be accepted from current State employees at the **Associate Insurance Compliance Officer** level, those within transfer range, or individuals who have list eligibility for **Associate Insurance Compliance Officer**. Training and Development Assignments may be considered. All applications will be reviewed; however, only the most qualified candidates will be interviewed. Applicants currently on SROA lists or employed by a surplus department are encouraged to apply. Surplus candidates must attach a copy of their letter. ***All applicants must clearly indicate the basis of their eligibility (i.e. SROA, surplus, reemployment, reinstatement, transfer, or list eligibility) on the state application.***

12/04/13 MR

DO NOT SUBMIT APPLICATIONS TO CalHR

AN EMPLOYER OFFERING EQUAL EMPLOYMENT OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

Consumer Hotline (800) 927-HELP • Producer Licensing (800) 967-9331



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APPLICATION PROCEDURE:

Please mail a completed standard [State Application STD 678](#) to Malinda Randolph, Department of Insurance, Human Resources Management Division, 300 Capitol Mall, Suite 1300, Sacramento, CA 95814. **PLEASE INDICATE "Associate Insurance Compliance Officer, PSN # 413-372-8562-007 & #413-372-8562-030" ON THE STATE APPLICATION.** APPLICATIONS RECEIVED WITHOUT THE ABOVE INFORMATION MAY NOT BE CONSIDERED FOR REVIEW. **DO NOT EMAIL APPLICATION.** Applications must be postmarked by the final filing date to be considered. For additional information, please call (916) 492-3308 or email – Malinda.Randolph@insurance.ca.gov.

FINAL FILING DATE: December 12, 2013 – CLOSE OF BUSINESS

NOTE: Interested Individuals, including list eligibles, must submit applications in order to be considered for this position. Possession of minimum qualifications will be verified prior to interview and/or appointment. If it is determined an applicant does not meet the minimum qualifications, the application will be forwarded to CalHR and the applicant's name may be removed from the eligibility list. If you are applying for more than one recruitment, a separate State Application (STD 678) is required for each recruitment for which you would like to be considered.

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